

JAMES M. BAKER
MAYORLOUIS L. REDDING - CITY/COUNTY BUILDING
800 FRENCH STREET
WILMINGTON, DELAWARE
19801 - 3537

REPOST

REPOST

REVENUE OPERATIONS SUPERVISOR

WE ARE AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

SALARY GRADE: "T" - \$62,184 per year to \$77,983 per year

MINIMUM QUALIFICATIONS: Graduation from college with a Baccalaureate degree in Finance or Business Administration or Public Administration or a related field and at least six (6) years supervisory experience in revenue, tax and/or collections operations. Experienced in revenue operations management and enforcement; experienced in operations development, demonstrating motivational management and creating new ideas and programs; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

REQUIREMENT(S): Must pass a criminal background investigation, Consumer Report Disclosure, Investigative Consumer Report, pre-employment physical, and drug test.

NATURE OF WORK PERFORMED: Responsible for the direct oversight of all activities related to the day-to-day operations of billing, collecting and processing of multi-millions in revenues, such as property taxes, utility charges, earned income taxes, business licenses, various fees, lodging taxes. This individual is responsible for evaluating existing code policies, procedures, and practices for developing and implementing strategies to improve internal controls, collections and the overall effectiveness of a major revenue operation. This individual is accountable for developing performance measures and reporting structures to effectively account for and communicate activities in a timely manner to the Revenue Manager or Tax Manager.

EXAMPLES OF WORK (Illustrative Only): Plans, monitors, evaluates and supervises the operation of major revenue operations activities; coordinates the work of the various units/functional areas; meets with appropriate staff to identify and resolve problems or conflicts; makes or recommends final decisions regarding policy, operations, and administrative procedures; develops, implements and maintains policies/procedures, administrative monitoring practices and controls in order to obtain smooth and effective operation of the unit; assists in the identification, development and implementation of Division and Department goals, objectives, policies and priorities. Receives and analyzes Division and Department reports; prepares monthly and annual reports; supervises the gathering and analysis of information; reports processes that are necessary to document and evaluate. Monitors and evaluates the activities of staff; takes appropriate steps to improve performance, including coaching or training. Supervises the allocation of resources to achieve timely outcomes and measurable goals within budget; adjusts plans and programs to meet emerging or new programs, while continuing to address major operational priorities. Monitors and evaluates the effectiveness and efficiency of the operation's service delivery system, organizational structure, staffing levels, financial systems, and other internal operations; identifies and recommends alternative approaches or improvements; implements revisions, adjustments and changes. Explains and justifies administrative procedures, policies, or programs via written memos and oral discussions. Negotiates and resolves difficult and complex issues and problems. Supervises staff, holding them accountable for efficient and effective operation of the unit(s) in which they serve. Performs all related work as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of revenue management, including billing processing, collecting, and customer services. Thorough knowledge of laws, policies, procedures and practices concerning cash handling and balancing processes, protocols and related security measures. Knowledge of tax code, regulations, and policies. Ability to manage a diverse revenue operation(s) and workload to meet City, department and operational deadlines. Ability to analyze data, define problem areas, write specifications, reports problem statements or formulate recommendations and implement solutions for complex issues or problems. Ability to develop policies, procedures, guidelines, and practices to improve the operations and functions of the revenue operation(s). Ability to establish, develop and maintain working relationships with internal and external customers, including the corporate community. Ability to motivate, coach, train, evaluate and counsel staff. Ability to use computer systems and collaborate with systems developers to improve operating software.

OPEN COMPETITIVE

VACANCY: DEPARTMENT OF FINANCE, REVENUE DIVISION

CITY RESIDENCY REQUIRED WITHIN SIX MONTHS OF EMPLOYMENT

APPLICANTS MUST APPLY NO LATER THAN CLOSE OF BUSINESS (5:00 P.M.): OPEN UNTIL FILLED

APPLY: CITY OF WILMINGTON -- PERSONNEL DEPARTMENT

City/County Building, 800 French Street

Wilmington, Delaware 19801 - Telephone: 576-2460

www.WilmingtonDE.gov